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| APPLICATION NO.  | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|--|-------------|----------------------|---------------------|------------------|
| 09/499,817   | 02/08/2000  | Paul Fischer         | 00EC037/78111       | 1783             |
| 7590   | 12/10/2003  |                      | EXAMINER            |                  |
| Welsh and Katz LTD<br>22nd Floor<br>120 South Riverside Plaza<br>Chicago, IL 60606 |             |                      | BUI, BING Q         |                  |
|  |             |                      | ART UNIT            | PAPER NUMBER     |
|  |             |                      | 2642                |                  |
| DATE MAILED: 12/10/2003  |             |                      |                     |                  |

Please find below and/or attached an Office communication concerning this application or proceeding.

|                              |                        |                     |  |
|------------------------------|------------------------|---------------------|--|
| <b>Office Action Summary</b> | <b>Application No.</b> | <b>Applicant(s)</b> |  |
|                              | 09/499,817             | FISCHER ET AL.      |  |
|                              | <b>Examiner</b>        | <b>Art Unit</b>     |  |
|                              | Bing Q Bui             | 2642                |  |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

1) Responsive to communication(s) filed on 25 September 2003.

2a) This action is FINAL.      2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

4) Claim(s) 1-25 is/are pending in the application.

4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.

5) Claim(s) \_\_\_\_\_ is/are allowed.

6) Claim(s) 1-25 is/are rejected.

7) Claim(s) \_\_\_\_\_ is/are objected to.

8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. §§ 119 and 120

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) All b) Some \* c) None of:  
1. Certified copies of the priority documents have been received.  
2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

13) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application) since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.  
a) The translation of the foreign language provisional application has been received.

14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

#### Attachment(s)

|  |  |
|--|--|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                    | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s). _____ . |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)           | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____ . | 6) <input type="checkbox"/> Other: _____ .                                   |

## DETAILED ACTION

1. Claims 1-25 are presented for examination.

### ***Claim Rejections - 35 USC § 102***

2. Claims 1-25 are rejected under 35 U.S.C. 102(e) as being anticipated by Henneuse et al (US Pat No. 5,963,913), herein after referred as Henneuse.

Regarding claim 1, with respect to figures 1-2, Henneuse teaches a method of providing data relating to a customer contact with a server system (automatic call distribution (ACD) system) to a scheduler (an ACD agent), the method comprising:

providing a web page (universal resource locator (URL)) from the server system (ACD system) to a client application (browser) of the scheduler (agent) (see Figs 1-2 and col. 3, Ins 11-26);

accessing the web page (URL) at a server application in response to a request from the client application (browser) (see Figs 1-2 and col. 3, Ins 11-26);

providing at least one web page to the browser, the web page corresponding with the URL and including the data (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 2, Henneuse teaches the method as in claim 1, further comprising accessing via the server at least one database to obtain at least some of the data for inclusion in the web page (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

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Regarding claim 3, Henneuse teaches the method as in claim 1, further comprising attaching information to the URL before providing the URL to the browser (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 4, Henneuse teaches the method as in claim 3, the information attached to the URL including contact processing information, said contact processing information including at least one of a group consisting of: type of the customer contact, identification of the agent, and treatment of the contact by the ACD (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 5, Henneuse teaches the method as in claim 3, the information attached to the URL including contact-derived information, said contact-derived information including at least one of a group consisting of: a calling party number, a billing number associated with an origin of the customer contact, a telephone number associated with the origin of the customer contact, a subscriber name associated with the origin of the customer contact, a called party number, information provided in response to a programmed script, identification of a customer provided in response to a programmed script, an account number provided in response to a programmed script, a product model number provided in response to a programmed script, an e-mail source name, an e-mail subject line, a callback number provided in a web callback contact, a callback name provided in a web callback contact, and a computer address associated with the origin of the customer contact (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 6, Henneuse teaches the method as in claim 1, wherein the data in the web page includes at least some information attached to the URL by the ACD (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 7, Henneuse teaches the method as in claim 1, further comprising selecting the URL based on information about the contact available to the ACD (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 8, Henneuse teaches the method as in claim 1, further comprising obtaining at least some of the data in the web page based on at least some information attached to the URL by the ACD (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 9, Henneuse teaches the method as in claim 1, wherein the step of providing the URL comprises: sending the URL to ACD console software of the agent; and providing the URL to the browser from the console software (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 10, Henneuse teaches the method as in claim 1, wherein the step of providing the URL comprises sending the URL directly to the browser from the ACD system (see col. 10, Ins 8 - 55).

Regarding claim 11, Henneuse teaches the method as in claim 1, the server being accessible through at least one of a group consisting of: a publicly accessible computer network, limited-access computer network, and a private computer network accessible within an organization operating the ACD (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 12, Henneuse teaches the method as in claim 1, the customer contact being one of a group consisting of: a telephone call, an e-mail contact, a web callback contact, a web chat contact, a facsimile contact, a video contact, and a web telephony voice contact (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

Regarding claim 13, Henneuse teaches the method as in claim 1, further comprising displaying the web page to the agent (see Figs 1-3; and col. 3, Ins 11-26 and col. 4, In 58-col. 5, In 17).

As to claims 14 and 20, they are rejected for the same reasons set forth to rejecting claim 1 above, since claims 14 and 20 are merely a system for implementing the method defined in the method claim 1.

As to claims 15 and 21, they are rejected for the same reasons set forth to rejecting claim 2 above, since claims 15 and 21 are merely a system for implementing the method defined in the method claim 2.

As to claims 16 and 22, they are rejected for the same reasons set forth to rejecting claim 3 above, since claims 16 and 22 are merely a system for implementing the method defined in the method claim 3.

As to claims 17 and 23, they are rejected for the same reasons set forth to rejecting claim 5 above, since claims 17 and 23 are merely a system for implementing the method defined in the method claim 5.

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As to claim 18, it is rejected for the same reasons set forth to rejecting claim 6 above, since claim 18 is merely a system for implementing the method defined in the method claim 6.

As to claim 19, it is rejected for the same reasons set forth to rejecting claim 12 above, since claim 19 is merely a system for implementing the method defined in the method claim 12.

As to claim 24, it is rejected for the same reasons set forth to rejecting claim 13 above, since claim 24 is merely a system for implementing the method defined in the method claim 13.

As to claim 25, it is rejected for the same reasons set forth to rejecting claims 1-13.

***Response to Arguments***

3. Applicant's arguments with respect to claims 1-25 have been considered but are moot in view of the new ground(s) of rejection.

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

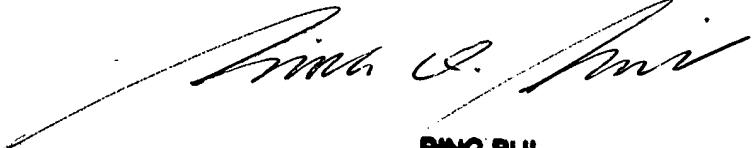
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306

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and for formal communications intended for entry (please label the response "EXPEDITED PROCEDURE") or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

Dec 07, 2003

  
**BING BUI**  
**PATENT EXAMINER**